

Are you great
with web
technology
and people?

Acteon

Client Support Engineer - Web: Job description

Do you understand web technology and enjoy troubleshooting, developing, and supporting people with web technology?

We are looking for an exceptional person to join our client support team. We offer stimulating and varied projects in a friendly, informal environment, a competitive salary and the possibility of sharing in the success of the business.

You will:

- Use your web skills to analyse and troubleshoot cutting edge websites and e-learning courses,
- Develop a deep understanding of the important web interfaces that make e-learning possible,
- Solve problems for customers, offering e-mail and telephone helpdesk support for our web-based products and e-learning content,
- Support our internal team of consultants, developers and designers in the delivery of web communication and learning content for companies all over the world.

What we do

Acteon creates communication and learning to help people flourish. That means helping people to make better choices, work more efficiently, be safer, get up to speed faster, sell better, develop their professional skills – whatever it is that makes them, and their organisations, more successful.

We work with our clients to understand the specific objectives that underpin success, and then use communication and learning to drive the positive behaviour change that delivers them. Our solutions work because they are aligned with the context, culture and values of individuals and the organisation.

We're fortunate to work with exciting, household-name clients in a wide range of sectors. A sample of our recent projects include work like:

- facilitating and supporting marketing campaigns, both online and offline
- helping **Royal Mail** staff to combat scam mailings
- supporting effective risk management across **Co-op** Group
- introducing **Channel 4** colleagues to new TV audience monitoring technology
- designing, developing, and supporting software for the UK's largest care companies
- building the reputation of **Bayer** in the field of ophthalmology
- revitalising the learning blend for global pharmaceutical salesforce training
- helping ensure data privacy at **Condé Nast**

This role, and what we're looking for

Our business has grown significantly in the last five years. Existing clients come back to us time and again for engaging and effective communication programmes and new growth opportunities are strong. We're looking for an exceptional person to join our team and help us to delight our clients with unwavering service and support.

The job will entail:

- 1st line support, liaising directly with customers on questions and issues related to our web-based learning applications and e-learning content
- Telephone and e-mail helpdesk support
- 2nd line troubleshooting of HTML/JavaScript web content/behaviour using browsers' inspection and debugging tools
- 2nd line investigation of data-related issues using SQL
- Generating custom reports using SQL and Excel
- Support for our cloud-based operations on Amazon AWS and Microsoft Azure, including DNS and SSL certificates
- Set up and maintenance of our web applications and services on Windows IIS

This position would suit someone with excellent communication skills (telephone and written), excellent problem-solving skills and the ability to manage his or her own work independently. You will have a strong desire to understand how things work on the web and to deliver robust solutions for our clients.

Experience required:

- Basic understanding of scripting/programming (e.g. PowerShell, Python, JavaScript)
- Understanding of how web pages work (HTML, CSS, JavaScript)
- Querying data using SQL
- Microsoft operating systems configuration
- Microsoft IIS and SQL Server configuration and maintenance

The successful candidate is likely to have at least three years' experience in a similar role, or demonstrable experience from hobby or personal interest, and a strong desire to learn.

Who we are and how we work

Acteon is a limited liability partnership, owned and led by five partners who are all active practitioners within the business. Our in-house team is currently made up of fifty people including project consultants, design studio colleagues, developers and technical support, marketing staff and administrators. In addition, we work with a network of trusted freelance writers and graphic designers.

We pride ourselves on the great relationships we build with our clients, and our ability to exceed their expectations. That strength is rooted in quality – the quality of our work, and the quality of the working experience. We have a very strong reputation within our industry and have won multiple national industry awards.

We work in an informal structure and keep hierarchy and management to a minimum. It's a working style we really value but which requires colleagues to be mature, cooperative and self-directed.

We operate from attractive offices close to the centre of Cambridge and we offer a friendly and flexible working environment where personal responsibility and initiative is valued. Due to Covid-19 we are currently working remotely with limited access to the offices themselves. The successful candidate would be joining a team remotely. We recognise the challenges this could create, and support will be in place to make this transition as smooth as possible.

Colleagues get focused, individual support for personal development, and we do a lot of knowledge-sharing and development work within and across teams. We care about colleagues achieving a good work-life balance, and there is plenty of both organised and informal socialising.

What we offer

As a member of a small company, you will have the chance to influence the development of Acteon and to contribute to and share in our success.

We offer a salary of c. £35,000 related to capability and experience, a contributory pension scheme, life assurance, gym membership and 25 days annual holiday (in addition to statutory holidays). In successful years we make bonus payments.

Making your application

To apply for this role, please send us:

1. Your CV.
2. A covering letter, briefly explaining your suitability for the role. Please state where you saw this post advertised.

Please send your application by email to Nicola Bradnam:

nicola.bradnam@acteoncommunication.com

Acteon, Burleigh House, 15 Newmarket Road, Cambridge, CB5 8EG.

Following review of the applications, selected candidates will be invited to an initial video interview and possibly to our offices for an interview depending on current Covid-19 restrictions.

No agencies please.

Acteon designs and delivers blended learning to help organisations flourish. We craft creative solutions that make a real and lasting change for our clients. We provide support for strategy & design, change communication, e-learning, blended learning, mobile, video, animations, workbooks, gamification, coaching tools and learning management.

Acteon is one of the most successful e-learning agencies in the UK, having won 8 Gold Learning Technologies Awards.

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